

THE UTAH DEPARTMENT OF WORKFORCE SERVICES
Program Year 2004 REEMPLOYMENT SERVICES ALLOTMENT PLAN

For the period beginning 01 July 2004, and ending 30 June 2005.

Submitted: 29 November 2004

A. Background:

The Utah Department of Workforce Services (DWS) submits the following service plan for Program Year 2004 Reemployment Services Allotment of \$353,840, as announced in the Department of Labors Training and Employment Guidance Letter, number 5-04. The plan consists of new fund availability for Program Year 2004's allotment.

Service Environment: DWS continues to administer programs and services as a single state service delivery area for Wagner-Peyser, Workforce Investment Act (WIA), Welfare-to-work, Trade, TANF, and Food Stamps. DWS continues its designation by the Governor as Utah's One-Stop Operator and primary service provider for thirty-seven Comprehensive One Stop Centers. For WIA mandated agencies and funding sources not administered by DWS, the delivery system employs a process of coordination and joint services agreements as identified through the Memorandum of Understanding provisions. As such, much of the required coordination and maintenance infrastructure for the targeted Reemployment Services Plan is already positioned for an integrated customer service approach through existing Comprehensive One Stop Centers.

Although all Unemployment Insurance (UI) claims are filed through the DWS call in center and Internet connections, a strong service link exists to each local Comprehensive One Stop Center. All UI claimants are required to report to their local Comprehensive One Stop Center to register for employment. Early intervention efforts mandate profiled customers attend their local reemployment orientation. Tailored services are based upon the customers' assessment and reemployment plans. Local reemployment service providers have a variety of program funding streams to draw upon. Program co-enrollment in WIA Dislocated Workers, North American Free Trade Agreement (NAFTA) – Transitional Adjustment Assistance (TAA), Trade 2002, TANF, and Food Stamps are encouraged and emphasized in all Comprehensive One Stop Service Centers.

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writer	Jacki	12/06/04
DWI Chief	MLL	12/06/04
OSP Director	Bill	12/06/04
Secretarial Review	Rokki	12/06/04
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encouraged and available when a customer and employment counselor concludes a need exists and the service is appropriate to obtain employment. Co-enrollment is encouraged and endorsed by all One Stop Centers.

For the non-profiled UI customer, the same universal service process is followed but excludes the weekly customer identification data contact to the One Stop. UI claimants are instructed to contact their local One Stop to register for employment. Additionally, the case management system (UWORKS) provides the local One Stop with the customers' record.

vi. Program Performance Measures: The outcome measure for reemployment performance will be the profiled customers Entered Employment Rate (EER) using standard Wagner-Peyser performance methodology. This calculation will focus upon the statistical Profiled customer as a subset of all UI claimants and will exclude both employed at registration customers, as well as customers that enter employment in either quarter 1 or 2 after registration with the same employer that employed them immediately prior to registration.

vii. Specified Performance Outcomes: DWS anticipates the project's Enter Employment Rate will meet the new EER standard of 53 percent for the targeted population.

C. Application For Federal Assistance:

Please see signed Standard form 424 and SF424-A Budget as attachments.

Grant Reemployment expenditures will not be allowed in the areas of profiled model updates or modifications, system building projects, capital improvements or equipment purchases. All planned expenditures will be on or before 30 June 2005.

iii. Planned Timelines and Milestones: Although updated training modules and policy has paralleled this year's successful plan implementation, a reemployment services policy evaluation is to be completed prior to Spring, 2005. Policy evaluation service recommendations increasing efficiency and effectiveness are anticipated to be included during late Spring of 2005.

Preliminary Milestone:

End September 2005

Submit appropriate program narrative report using ETA 9100 information and evaluative survey recommendations.

iv. One Stop Program Linkages: DWS administers and co-locates the partner programs and services for UI/Wagner-Peyser, Workforce Investment Act (WIA), Trade Act, TANF, Child Care, and Food Stamps. Comprehensive One Stop Centers function through a series of Memorandum of Understanding (MOU) provisions for agencies and funding sources not administered by DWS. This process of coordination and joint services agreements allows reemployment services to offer a range of one-stop services that in the past were only available through agency referral. MOUs are in place with Adult Education, Office of Rehabilitation, Department of Community and Economic Development, Job Corps, the Department of Correction, Department of Health, Higher Education, Green Thumb, and the U.S. Forest Service.

State policy, procedures, and employment center service providers emphasize the importance of co-enrolling customers in variety of funding streams when a customers' employment plan is in need of complementary services. With managements' emphasis on customer satisfaction, service providers have learned to place the customers' employment needs, as primary. Program co-enrollment with partner and MOU resources creates a service environment that encourages appropriate intensive and training services to meet a customer's needs for reemployment. Meanwhile, participating co-enrolled funding streams are performance placement rewarded due to a pathway of complementary service activities leading to higher placement rates.

v. Comprehensive One Stop Service Delivery Path: Profiled customer identification data are transmitted weekly from DWS' UI call center to each individual One Stop. Each Profiled customer is informed by the call center that an individual service provider from their local area will make contact to set-up an appointment for re-employment services. Within a week of obtaining notification, the local One Stop schedules a date for the customer's interview and orientation to Reemployment Services. The orientation, interview, and assessment represent a platform for negotiating a customers' individual Employment Plan. Although Core Services primarily makes up Reemployment Services, Intensive and Training services are

B. Program Plan Overview

Part I: Program Year 2004 Plan Narrative

i. Relationship of PY 2004 Plan to Prior Plan: The Department of Workforce Services' PY 2003 Reemployment Services Plan allowed for reemployment service provider staff to be located at local Comprehensive One Stop Reemployment Centers. The objective was to ensure Wagner-Peyser UI Profiled claimants received improved access to local services, facilitating their rapid re-entry to employment. The outcome measure targeted an entered employment rate of 58.0 percent. Because the project's evaluative efforts paralleled the WIA quarterly performance model, time lags were encountered in obtaining outcome data. Outcome numbers for Utah's PY 2003 plan obtained a 53.3 percent Entered Employment Rate (EER) by October 2004.

Since PY 2003's plan targeted direct One Stop service delivery to UI claimants most in need, DWS will continue with this service strategy by duplicating last year's direct service plan utilizing the PY 2004 allotment.

ii. Program Design and Specific Funded Activities: Planned staff expenditures will primarily enhance direct service delivery to UI Profiled claimants by increasing staff service availability over and above regular services. Service strategy targets the equivalent of 5.9 full time reemployment service provider staff at local Comprehensive One Stop Service Centers. The positioning of reemployment service providers at local centers will insure improved and direct customer access to reemployment services.

Profiled reemployment customers will continue to be assured to receive early intervention assistance through service availability of orientation, assessment, and employment planning. The availability of a negotiated employment plan ensures additional needed services will be matched to individual reemployment needs.

The final link in providing effective reemployment service is the identification of program funding for areas of continued support services or training. All Local One Stop reemployment service providers have a variety of program funding streams to draw upon in servicing the common customer approach. Program co-enrollment in WIA Dislocated Workers, Transitional Adjustment Assistance (TAA), Trade 2002, TANF, Food Stamps, and Wagner-Peyser are emphasized for eligible customers in all Comprehensive One Stop Employment Centers. All profiled customers are already certified Dislocated Workers for WIA eligibility determination.

Planned training expenditures have been eliminated from the PY 2004 budget do to last year's updated staff computer based training modules. The new module allows staff to participate in an open entry and open exit basis that provides for adequate training flexibility.